Operations Manual

Money Tree© ATM

(Series 100 / 200 / 200XP)

All Software Versions

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Chapter 1 – Introduction

This manual provides instruction and information describing the operation and use of the Money Tree© Single Denomination Cash Dispensing ATM model 100 / 200/ 200XP.

*Current System Designs include:

MT 100 / 200
Omni 3210 processor
2400 Baud Modem
Security safe
Surge suppression
*(subject to change or modification without notice)

MT200XP Addition Equipment:
2" Thermal APS Printer

How an ATM Works

Your ATM offers you the ability to present the customer with a varied choice of options similar to those found at their bank. These options included cash withdrawals, balance inquiries, and transfers between accounts.

Once a transaction has taken place, funds are automatically taken from the cardholder's account. These funds are held by the Federal Reserve until the end of the business day and are automatically routed (ACH) to the merchant or ISO account with any surcharges if applicable. This routing typically occurs on a 12 to 36 hour delayed basis depending upon the relationship of the merchant bank with the timing of the transfers.

The cash dispenser does not accept cash deposits.

Chapter 2 – Installation

Physical Installation

Your machine is shipped as two pieces, the steel skirt and the top unit. Each piece is bolted on the pallet for safe shipping. The following instructions will walk you through unbolting, unwrapping, and installing your machine step by step.

Tools needed for installation:
3/8" nut driver
½" nut driver/ratchet
½" masonry bit

Unwrapping your machine
Cut all packaging carefully as to not damage the unit. Using the keys in the small manila envelope, unlock the bottom safe unit. To unbolt the top unit from pallet, remove dispenser. Remove the two bolts holding dispenser steady, and disconnect the two cables in rear of dispenser. Now you can unbolt the top cabinet using ¾" nut driver. **Take note of cable connections and keep dispenser out of safe until directed.** Unbolt steel skirt for pallet using 3/8" nut driver.

Anchoring your machine
The ATM should be securely fastened to a level concrete pad or flooring. Four anchor holes are available in the anchoring plate at the bottom of the unit. Place the steel skirt in position to where the ATM is to be installed. **Be careful to allow room for the electrical cord and telephone cord to exit the unit**. Two inches from the wall is recommended. With a marking device trace the position of the anchor holes and then move the skirt off of the position. With the hammer drill and ½ inch bit, drill four holes in the pad at the marks approximately 1 ½ inch deep. Remove any excess debris from the holes. Insert the expansion bolts into the holes and strike the expansion bolt barrels with a setting tool to securely fasten the barrels into the holes. Reposition the skirt over the holes. Insert the bolts through the washers and then into the barrels. With the ratchet, tighten the protruding bolt firmly into the barrel. Place top unit on skirt and secure using bolts provided in top of skirt using ½" nut driver/ratchet. Replace the dispenser by 1) connecting two cables as before, and 2) secure to plate with bolts removed earlier.

Chapter 3 – Accounting Functions

The Administrative functions control the accounting and diagnostic routines of the Money Tree ATM. To access these functions, type in the Administrative password ***2456** then **ENTER.** Display shows…

`Logs  Diag  Cash  Cnfg`

3.1 LOGS (Reports)

To select a function, press the key directly below it.

Display shows: `Arc  Summ  Evnts`

1. ARC (Archive Functions): For printing archive and other reports. The two (2) archive functions are **PRINT** and **RECPT.**

A. PRINT- Provides hard copy of transaction activity. This function has four (4) options:
A1: **Seq** - Prints a specific transaction according to the selected sequence number.
A2: **Date** - Print transactions that occurred between entered **Start** and **Finish** dates.
A3: **All** - Prints all transitions stored in memory (up to 2000).
A4: **New** - Prints all new transactions since the last archive report was taken.

Note: After memory capacity reaches 2,000 transactions, the oldest are deleted as new transactions are added; therefore, it is important to take archive reports on a regular basis. **Important:** Archive reports ***must*** be retained for a period of three years (3) years to answer possible customer disputed regarding cash amounts dispensed.

B. RECPT- Reprints customer receipts. The **LAST** option prints the most resent transaction. The **SEQ #** option prints a receipt according to the entered sequence number.
Note: customer names and balance inquiry amounts will not reprint.

2. SUMM (Summary) – Prints last seven (7) days of Federal Reserve Archive activity, corresponds to bank deposits.

3. EVNTS (Events) – Prints last 100 normal and error conditions. Repeated logging of the same error condition requires service or technical support.

3.2 DIAG (Diagnostic)

Prints report on status and working order of peripheral devices.

3.3 CASH (Cash Setup)

This function must be used each time cash is loaded. Incorrect information entered here will directly affect the efficient operation of the ATM.

Display shows: `Load Bal Test Log`

1. LOAD: Used to enter amount of cash loaded. This function has three options:
   A. SET- This option should be used to set the initial cash balance when the ATM is first installed, or if the entire cash amount is replaced each time when the ATM is loaded. To set balance, clear the display using the **BACKSPACE** key, then type the amount of cash being loaded and press **ENTER**. You are then prompted to confirm changes by selecting **YES**; to cancel changes select **NO.**

   B. ADD- This option is used when cash is *added* to the existing amount in the ATM. Procedure for entering cash amount is the same as Option A.

   C. SUBT- Used to *subtract* cash amounts. Procedure is the same as Options A and B.

2. BAL: Prints reports of previous cash balance, amount dispensed, and current balance.

3. TEST: The dispenser will attempt to dispense one (1) bill into the cassette reject tray. The dispenser motor should engage for approximately 2.5 seconds. If the motor continues to engage, an error condition is present in the cassette or dispenser. **Note: Depending on your version, the Dispenser will only click once recognizing the command. If you have this version, you should do an actual transaction to properly test the status of the dispenser.**

4. LOG: Prints reports of last 50 cash load activities as well as current cash balance.

3.4 CNFG (Configuration Setup)

Display shows: `Edit  Print`

1. EDIT: This option is for changing certain fields in the configuration setup. To page through the various fields without changing them, use the **NEXT** key. When you reach a field you wish to change, press yes, press **BACKSPACE** to clear the old data, then enter the new data using the keypad. The following data can be changed on site:

   Welcome Name – Use ALPHA key to toggle between numbers and letters. (press the numeric key with desired letter first).
   Admin Password – Remember: "star" * key is always used regardless of any changes.
   Amount Fields 1,2,3, and 4 – If changing, remember: The maximum withdrawal amount is $300 and there must always be a $100 option available (by law).
   ATM Fee – If changing, notify MTA so that your information files are changes and reports are correct.
   Answer on Ring 1-9 – Do not change without prior authorization.
   Dialout Prefix – Do not change without prior authorization.
   24 Hour Period Ending – 1-digit code for time zone: 3 (PST) – 4 (MTN) – 5 (CST) – 6 (EST)

Note: After changing a field, press **ENTER**. Press **CLEAR** to cancel changes. If there are more changes, press **NEXT**. When done, to record changes select **DONE**. When finished, press **CLEAR** repeatedly to return to "Welcome" screen. Other fields will show up in the data select, these items are set by the manufacturer and should not be changed unless specifically notified to do so.

2. PRNT: Prints current configuration of the ATM, including copyright and version information.

Chapter 4 – Loading Cash

First, look inside your machine to determine which dispenser you have.

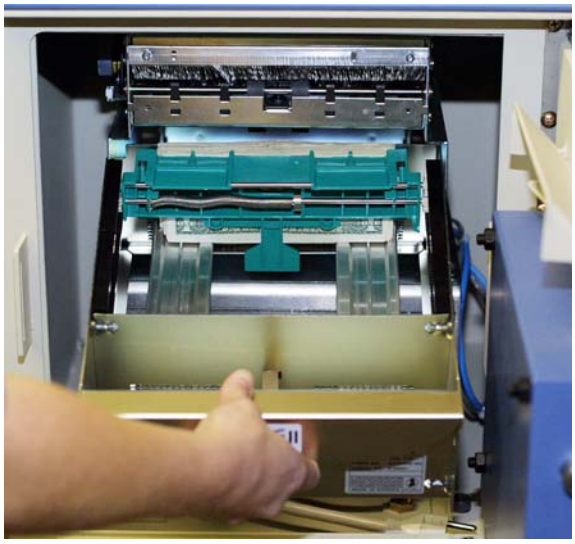
MINI MECH INSTRUCTION:

Step 1. Remove the Cassette from the bill dispenser by grabbing the handle on the front of the cassette and provide a slight tug.

Step 2. Retract the plastic packer plate to the front of the box exposing the track area for the bills.

Step 3. Carefully align the bills between the tracks on the floor of the dispenser with the presidents facing the rear. Release the packing plate making sure that the bills are aligned within the tracks and are even with the top of the packer plate.

Step 4. Carefully insert the Cassette into the dispense mechanism. **Do not force the cassette into the dispenser mechanism.** If the cassette does not glide in smoothly remove the cassette and realign the insertion. The last inch of insertion will require a slight push and the cassette will lock snugly into the dispense mechanism.



Step 5. Pull handle gently of reject tray to check torn or folded bills. The tray just slides out of dispenser. Do Not Remove! We suggest replacing these bills and not reusing them.

PULOON INSTRUCTION:

Step 1. Remove the Cassette from the bill dispenser by grabbing the handle on the front of the cassette and provide a slight tug.

Step 2. Lift the lid back such that the interior of the box is exposed.

Step 3. Retract the plastic packer plate to the front of the box exposing the track area for the bills.

Step 4. Carefully align the bills between the tracks on the floor of the dispenser with the presidents facing the rear. Release the packing plate by pressing the lever with the green dot, making sure that the bills are aligned within the tracks and are even with the top of the packer plate.

Step 5. Close the lid of the cassette.

Step 6. Carefully insert the Cassette into the dispense mechanism. **Do not force the cassette into the dispenser mechanism.** If the cassette does not glide in smoothly remove the cassette and realign the insertion. The last inch of insertion will require a slight push and the cassette will lock snugly into the dispense mechanism.

Step 7. Pull handle gently of Reject Tray to check torn or folded bills. The tray just slides out of dispenser. Do Not Remove! We suggest replacing these bills and not reusing them.

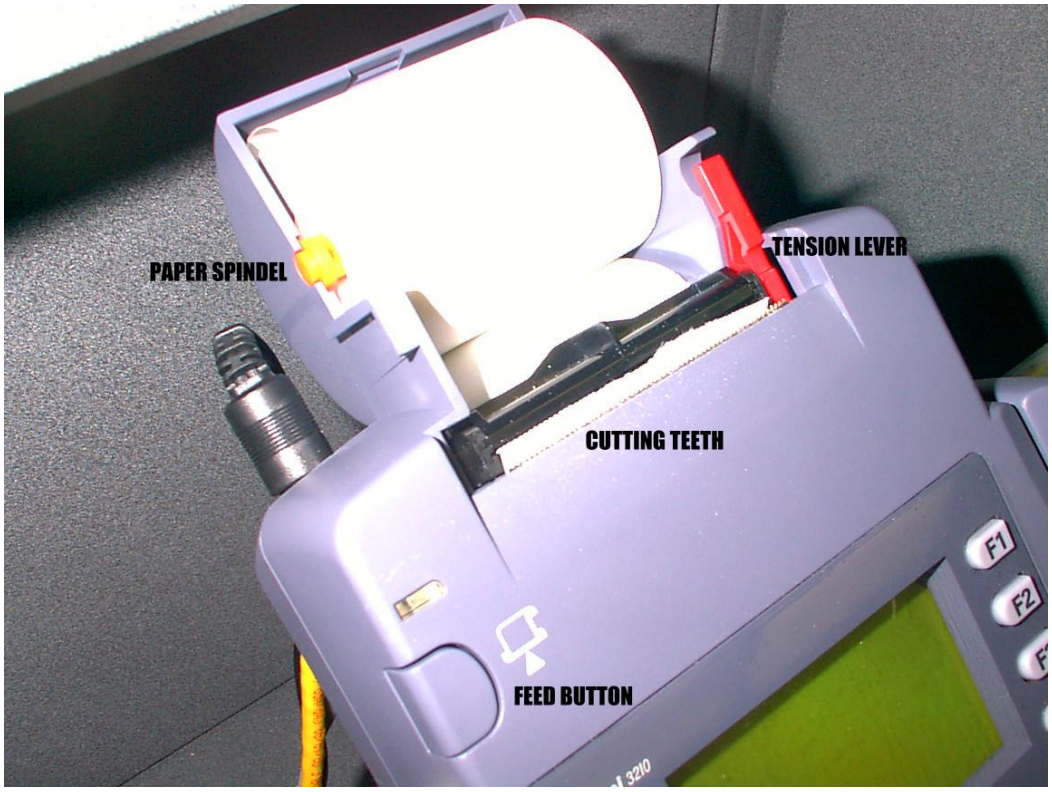
Chapter 5 – Loading the Paper

MT100 / MT200 Models ONLY:

5.1 Paper Loading

Proper loading of the paper is essential to the correct functioning of the ATM. The ATM uses thermal paper, which prints only on one side of the paper.

Place a full roll of paper on spool mounted below Verifone on rear of face. Lift printer lid, feed paper through slot on bottom of cradle, and close lid. Paper will automatically feed when next transaction is preformed. Refer to "3210 Quick Installation Guide" at rear of manual, Appendix B.



5.2 Correct feed of the paper:

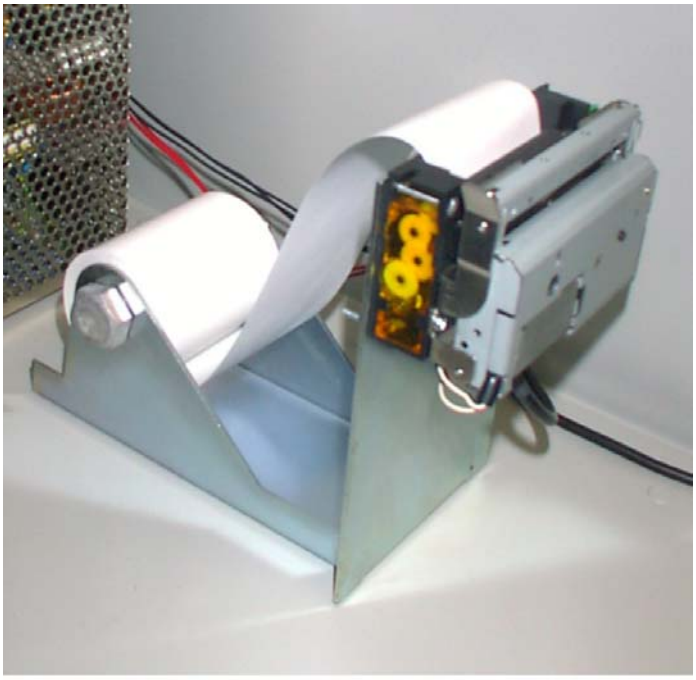
If the paper is inserted upside down the paper will feed but will not print. It must feed from the bottom of the roll.

Note: When cabinet face is closed, you should be able to see the cutting teeth and receipt paper through slot.

MT200XP:

5.3 Paper Loading

After opening top cabinet, feed paper directly behind the black roller with non-thermal coated side facing wall (away from you). When it is inserted in correct spot, the printer will automatically feed and cut the paper, ready for the next transaction.



Chapter 6 – General Troubleshooting

This section attempts to provide help for general areas that may cause problems with the ATM. Under no circumstances should you attempt to repair the component as this will void any existing warranty. All power connections should be turned off during troubleshooting unless power is the item being diagnosed. In most instances a hard reboot of the system will alleviate normal operating errors.

Printer

- Printer feeds but will not print.
  Check that paper is fed correctly. The thermal paper used in the printer prints only on one side. The correct positioning of the paper is under the roll.
- Printer will not feed. **(MT200XP only)**
  Recycle power to the machine and re-feed the paper.

Bill Dispenser

- Bills do not dispense.
  1. Check to insure that the power cord from the power supply is connected. If power is present at the dispenser, the red LED lights on the rear of the dispenser will be lighted.
  2. Check to insure that the power supply is connected to the surge suppressor.
  3. Check dispenser power cords terminals are tightly secured on power supply.
  4. Insure that the communication serial cable from the PC is connected at both ends.
  5. Physically inspect the belts inside the dispense mechanism for foreign objects including shards of paper, tape or other items that could be stuck to the belts.
  6. Insure that the cassette is inserted fully into the dispenser.
  7. Insure the bills are in front of the packer plate.
  8. Insure the bills are not jammed under the guide tracks.
  9. Run a test dispense to see if the communication is correct. For some versions, a test dispense will only be received by a click of the dispenser. These versions should be tested with an actual transaction to ensure dispenser is functioning properly.

Verifone

- LED reads No Answer, No Line, or Busy
  1. Using a handheld phone, check phone jack at base.
  2. If that line is live, then check the phone line at surge protector.

- LED is frozen at any stage of the transaction
  1. Unplug the unit, wait 5 seconds, and plug it back in

Password Changes

Machine Model _____

Serial Number _____

New Administration Password _____

New Technician Password_____

Appendix A – Warranty

Manufacturer's Limited Warranty

Money Tree ATM Manufacturing, LLC (MTA) warrants that the components and assemblies of the MT 100 series of cash dispensers will be free from defects in materials and workmanship for a period of 13 months from the date of shipping. This warranty does not include defects in software or manual documentation. If a component fails due to defects in material and workmanship within the 13-month warranty period, Money Tree Manufacturing LLC will provide a new or repaired component at its sole discretion. Money Tree will not be liable for labor or other costs associated with the repair of this part and all shipping costs associated with the repair of the unit will be at the purchaser's expense. MTA shall not be responsible for damages caused by misuse or abuse of the unit and will not repair or replace any part from an ATM repaired by an unauthorized service technician of MTA.

MTA will not cover the following damages explicitly but not limited to those damages outside the control of MTA. Damages caused by:

- Abuse, mishandling or vandalism
- Improper installation of the ATM
- Improper electrical supply to ATM including grounding
- Natural disasters such as hurricane, flood, earthquake, tornado, lightning or other Acts of God
- Damage due to liquids reaching sensitive areas of the ATM
- Shipping of the equipment from or to MTA factory

Under no circumstances shall MTA be held liable for any ancillary or consequential damages caused by the ATM under any legal theory such as breach of contract, negligence, implied warranty or other legal theory. These damages include but are not limited to loss of revenues, loss of equipment, loss of profits, loss of use, loss due to processor or Network down time, third party suits or negligence of purchaser.

Appendix B – Verifone 3210 Quick Installation Guide

Appendix C – Sargent & Greenleaf Electronic Lock Guide